**ROSHAN YADAV**

**SUMMARY**

* Accomplished Business Analyst & Project Manager with over 11 years of experience in the **health care**, **investment banking, and financial sector** at a Forbes Global 2000 List companies
* Proficient analytical skills, technological acumen, and management/leadership capabilities
* Initiative-taking professional with experience and proven knowledge of customer-driven management, entrepreneurial leadership, and long-range planning
* Result-driven professional with excessive experience in business intelligence and analytics
* Proven record of leading successful projects and developing innovative strategies to generate process improvement and cost savings.
* Highly skilled in data mining, data analytics, data modeling, and data visualization
* Effective professional with experience and proven knowledge of team building, branding, and new business development
* Skilled in data mining, data analytics, data modeling, and data visualization.
* Expert in requirements gathering, process mapping, data analysis, and stakeholder management.
* Strong expertise in translating complex business requirements into clear and concise documentation.
* Adept at collaborating with cross-functional teams to drive project success and achieve organizational goals.
* Excellent communication and presentation skills with a strong ability to communicate technical concepts to non-technical stakeholders.
* Committed to delivering high-quality solutions that optimize business operations, enhance productivity, and drive revenue growth.
* Effective professional with experience in and proven knowledge of team building, branding, and new business development.

**TECHNICAL SKILLS**

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| --- | --- |
| Project Management | HP Mercury, Application Lifecycle Management (ALM), SugarCRM, JIRA |
| Languages | JavaScript, Visual Basic, VB Script, Python, R programming |
| Database | MS SQL Server, Oracle |
| Business Intelligence (BI) | Tableau |
| Quality Assurance (QA) | QTP 10.00, UFT 12.00, Soap UI, User Acceptance Testing (UAT), PHStat, SoapUI, Bugzilla |
| Supply Chain Management | Oracle Demantra |
| Others | Microsoft Visio**,** Azure DevOps, FileZilla, Advanced Microsoft Excel (Pivot Tables, Macros, VLOOKUP, Hlookup) Excel Data Analytics, Data Mining & Analytics, CRM Integration, Site Scope & Diagnostics BPMN (Business Process Model and Notation), UML (Unified Modeling Language)  Entity-Relationship Diagrams (ERDs, Microsoft M365 Product Suites (Word, Excel, PowerPoint, Outlook, and Teams) |
| Demo Tools | Balsamiq, Figma, Invision, Sketch |

**WORK EXPERIENCE**

**Gainwell Technologies/DXC Technologies**

**Georgia Department of Community Health (GAMMIS)**

**Senior Business Analyst III Jul 2021 – Till date**

**Project Overview**

Managed care is a system of healthcare delivery that aims to manage and coordinate medical services while controlling costs and ensuring quality care. It involves the integration of various healthcare components, such as healthcare providers, insurance companies, and patients, to achieve efficient and effective healthcare outcomes. Managed care organizations (MCOs) play a significant role in administering and overseeing managed care programs.

* Research, analyze, and propose existing Medicare policies.
* Assess the impact of policy changes on beneficiaries, healthcare providers, and insurers.
* Prepare reports and recommendations for policymakers and senior management.
* Collaborate with government agencies, advocacy groups, and other stakeholders on policy-related matters.
* Assist with the enrollment process and provide guidance on plan options.
* Respond to inquiries from Medicare beneficiaries regarding coverage, claims, and general program information.
* Improvise and resolve queries for Care Management Organizations (CMOs) like Amerigroup, CareSource, Peach State Health Benefit Plan, and WellCare
* Implement system for NON-Emergencies Medical Transportation (NEMT)
* Prepare data structure model for Managed care planning for healthy Babies (P4HB)
* Build indicators to track Children Health Care Insurance Program Reauthorization (CHIPPRA)
* Create a program to identify members with the Health Insurance Premium Payment Program (HIPP) and how it affects managed care.
* Data modification and data fixes for foster care members
* Test systems for the Georgia Pediatric Program (GAPP)
* Responsible for training AI called GABBY to help call center and field agents.
* Assist with the enrollment process and provide guidance on plan options.
* Address and resolve customer issues or concerns in a professional and timely manner.
* Maintain accurate records of customer interactions.

**Gainwell Technologies/DXC Technologies**

**Kansas Department of Health & Environment (KDHE)**

**Project Manager Jan 2021 – Jul 2021**

**Project Overview**

In healthcare, capitation is a payment model in which a fixed amount of money was paid to healthcare providers, such as hospitals, physician groups, or healthcare organizations, per enrolled member or patient within a defined period, typically monthly or annually. This payment was made by insurance companies, managed care organizations, or government entities.

* Served as subject matter expert (SME), providing expertise on medical practices, regulations, and industry best practices.
* Advised on healthcare policy development and ensured compliance with relevant healthcare laws and regulations.
* Analyzed healthcare data to identify areas for improvement and develop action plans accordingly.
* Provided leadership and support for continuous medical education and professional development.
* Migrated Smart Modular systems from legacy health care system.
* Implemented AWS model to remote access previous data and plugged it into the new system with minimum error.
* Analyzed capitated payment data to ensure accuracy and completeness.
* Evaluate payment methodologies and identify discrepancies or anomalies in capitation payments.
* Placed indicator for Inmate members to make sure they get paid.
* Reviewed capitation contracts and agreements to understand terms, conditions, and payment structures.
* Ensure that capitation payments align with contractual obligations and regulatory requirements.
* Managed and maintained databases containing capitation data, including enrollment information and payment details.
* Work with IT and data teams to ensure data accuracy, integrity, and security.

**Gainwell Technologies/DXC Technologies**

**Florida Agency of Health Care Administration (FLMMIS) Nov 2019 – Jan 2021**

**Senior Business Analyst / Subject Matter Expert (SME) / Project Manager**

**Project Overview:**

The Provider Management project aims to enhance the efficiency and effectiveness of managing healthcare providers within a healthcare organization. It involves developing and implementing a comprehensive system or process to streamline the management of healthcare providers, including physicians, specialists, hospitals, clinics, and other healthcare facilities.

* Implemented and maintained account benefit updates in the system as part of the Agency of Health Care Administration
* Reviewed, analyzed, and created detailed documentation of business systems and user needs for Florida Medicaid
* Developed effective reporting tools for provider management and completed existing projects from original concept through final implementation.
* Organized chart-holding facilities and assisted in training staff for Manage Care
* Performed internal & and external reporting, cash management, cost reduction, and efficiency.
* Gathered and documented existing client processes and data to perform gap analysis between the client’s system and FIP.
* Developed algorithm for the healthcare simulation model. Documented system functional and technical requirements for Institutional and Individual providers
* Conducted user acceptance testing and data validation of web applications used to present benefits information.
* Performed ongoing quality assurance to ensure accuracy and consistency of output in the system.
* Wrote and entered SQL language in the Benefits Immediately (BAAGS) chart template.
* Generated reports and performed data validation in the onboarding tool.
* Demand planning using Oracle SCM cloud
* Forecasting and demand planning analysis using parameters history, location, and time
* Responsible for running multiple engines run to stimulate the data on a real-time basis.
* Creating reports like Cost missing reports, item category reports, item mismatch reports, price missing reports, and material storage reports
* SQL scripting to generate scripts for reports and insert data in the database
* Customizing worksheets in collaborator workbench to improve user experience.
* Worked on business modular to prevent data loss.
* Involved in creating & customizing plans in Demand Management Cloud with different measures.

**Bank of New York Mellon: Pune, India; Edinburgh, U.K**

**Quality Assurance (QA) Analyst July 2014-April 2016**

* Earned promotions for exemplary work performance. Managed teams, with oversight of initiatives.
* Designed to advance BNY’s efficiency, cost-saving measures, competitive advantage, and profitable growth. Lead
* Business process and workflow mapping, using data capture and modeling technologies, methods, and tools. Analyzed
* Business, user, and technical requirements for proposed CRM, web-based, and system solutions. under Scrum environment
* Involved in requirement gathering, analysis, data cleaning, evaluation, and providing solutions.
* Worked on business process modeling by creating swim lane, UML, and Used case.
* Experienced in requirement elicitation for customers, users, and stakeholders.
* Introduced Survey Monkey to multiple clients of BNY Mellon and helped them customize it as per needs.
* Performed quality assurance, system integration, and user acceptance testing, facilitating on-time, on-budget enterprise implementations for global users.
* Designed and implemented the user acceptance testing of Credit Suisse, in U.K and Ireland
* Validated client requirements and tracked project progress using Burn down chart, velocity graph, story point, and planning poker technique.
* Generated VB scripting for script creation in UFT, to improve mobile banking applications to resolve customer queries.
* Created effective visualization using Python, R, and Tableau by using ggplots to present analysis outcomes in terms of patterns, anomalies, and predictions.
* Designed and implemented Informatica and web services testing processes for effective collection and storage of pricing data.
* Expanded performance testing for BNY’s medical benefits services tools using Load Runner, WEB (HTTP/HTML), and Web Services protocols.
* Designed and executed Merrill Lynch test cases, analyzing Order Management to provide solutions to the client.
* Led a team of Operational Analysts/Developers to complete the bug lifecycle and SLTC to achieve ISO 2006.
* Maximized the accuracy and efficiency of status reporting for Legg Mason used cases for price negotiation.

**Subject Matter Expert (Operations) April 2012- November 2014**

* Conducted comprehensive financial analysis, including portfolio performance evaluation, risk assessment, and asset allocation strategies.
* Researched and analyzed market trends, economic indicators, and competitor activities to identify investment opportunities and risks.
* Developed and maintained financial models to assess the performance and value of various asset classes.
* Collaborated with portfolio managers and investment teams to formulate investment strategies aligned with client's objectives and risk profiles.
* Prepared investment recommendations and presented findings to clients, senior management, and investment committees.
* Monitored portfolio performance, tracked investment performance benchmarks, and generated performance reports for clients and stakeholders.
* Assisted in client onboarding, including portfolio construction, investment policy development, and client communication.
* Conducted regular portfolio reviews and recommended adjustments to optimize performance and manage risk.
* Built and maintained relationships with institutional clients, providing ongoing support and addressing their investment-related inquiries.
* Stayed updated on industry regulations, market trends, and financial news to ensure compliance and make informed investment decisions.

**Business Operations Analyst Aug 2009-April 2012**

**Project Overview**

The project of investment banking new Business dealing services focuses on developing and implementing a robust platform or system to facilitate, efficient and secure execution of investment banking transactions. It involves creating a comprehensive solution that enables investment banks to manage several types of transactions, such as investments in government saving funds, open-ended funds, pricing, switches, and transfers within and outside the management companies.

* Conducted comprehensive financial analysis, including portfolio performance evaluation, risk assessment, and asset allocation strategies.
* Researched and analyzed market trends, economic indicators, and competitor activities to identify investment opportunities and risks.
* Developed and maintained financial models to assess the performance and value of various asset classes.
* Collaborated with portfolio managers and investment teams to formulate investment strategies aligned with client's objectives and risk profiles.
* Prepared investment recommendations and presented findings to clients, senior management, and investment committees.
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* Stayed updated on industry regulations, market trends, and financial news to ensure compliance and make informed investment decisions.

**EDUCATION**

* **Master of Science (M.S.) – Information Technology and Project Management**

**Golden Gate University**

Vice President, Academic Affairs, Student Government Association

Sales Associate, Follett (Work Study Program)

* **Bachelor of Science – Mathematics**

**Government Science College**

**CERTIFICATIONS**

* **ISTQB Certified Tester**
* **Google Certified Project Manager**